

## STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Terrence W. Macy PhD  
Commissioner

### *DDS Council Monthly Report September 2012*

#### Meetings held and/or attended

- |                              |   |
|------------------------------|---|
| ○ September 4 <sup>th</sup>  | -South Assistant Regional Director            |
| ○ September 4 <sup>st</sup>  | -CO Legal Department                          |
| ○ September 5 <sup>RD</sup>  | -Eligibility Department                       |
| ○ September 5 <sup>th</sup>  | -Department Of Labor                          |
| ○ September 7 <sup>th</sup>  | -Assistant Attorney General's Office          |
| ○ September 7 <sup>rd</sup>  | -Central Office Quality Improvement Director  |
| ○ September 11 <sup>th</sup> | -IFS North Region                             |
| ○ September 11 <sup>TH</sup> | -North Region, Case Manager Supervisor        |
| ○ September 12 <sup>th</sup> | -South Assistant Regional Director            |
| ○ September 12 <sup>TH</sup> | -South,, Case Manager Supervisor              |
| ○ September 12 <sup>th</sup> | -Commission on Human Rights and Opportunities |
| ○ September 13 <sup>th</sup> | -Gov.'s Coalition for Youth with Disabilities |
| ○ September 14 <sup>th</sup> | -Operations Department                        |
| ○ September 14 <sup>th</sup> | -Central Office Legal                         |
| ○ September 14 <sup>th</sup> | -North Region, Regional Director              |
| ○ September 15 <sup>th</sup> | -Quality Improvement Director                 |
| ○ September 19 <sup>th</sup> | -South Regional Director                      |
| ○ September 20 <sup>nd</sup> | -South, Assistant Regional Director           |
| ○ September 20 <sup>th</sup> | -Central Office Legal                         |
| ○ September 21 <sup>th</sup> | -Quality Improvement Director                 |
| ○ September 21 <sup>TH</sup> | -Quality Improvement, Inspector               |
| ○ September 23 <sup>st</sup> | -West Region, Individual Family Supports      |
| ○ September 26 <sup>TH</sup> | -South Regional Director                      |
| ○ September 28 <sup>TH</sup> | -Assistant Attorney General                   |
| ○ September 28 <sup>th</sup> | -West Assistant Regional Director             |

### Concerns\ Issues

- Guardianship issue. Legal Guardian gave mom temporary standby guardianship. House manager believes that mom (currently seeing Dr. for medical issue) is not an appropriate Guardian and wants to know whether or not current Guardian can give Mom custody during time individual is supposed be spending with Guardian. House manager has had a troubling experience with mom and does not believe this is in individual's best interest to spend weekends with her.

Contacted central office legal and region. If house manager does not believe individual will be safe with standby Guardian they do not have to release individual into their care. Also, if house manager believes safety is at risk then they should contact court regarding current guardianship. In addition, Office of Protection and Advocacy should be notified if they suspect any abuse or neglect is occurring during time individual is spending outside of residence.

- Mom called office concerning increasing personal support hours. Spoke to case manager about this and has not heard anything in a couple weeks.

Mom is concerned that child is getting bigger and stronger and afraid that he may hurt himself or others. Individual has already hurt himself and mom wants a few more hours a day for support.

Contacted regional director and spoke with self-determination director. Any increases in supports would have to go before PRAT, however individual has enough money in budget to hire staff at increased levels.

- Mom called office distraught that her child who has autism was made fun of by her doctor. When she questioned the inappropriateness of the remark the Dr. brushed it off stating that he made the comment to his intern to put him at ease, one other staff member also heard the Dr. make this inappropriate and ignorant remark.

Mom called office asking what recourse she had regarding this ignorant statement, I commented that after she chooses another Dr. for her son, the Department of Public Health has a complaint form that she could fill out and send back to them or I could get her the name of someone at the Department to speak with. Mom chose the latter and I gave her the number for someone in licensing for complaints.

- I received a call from a family concerned that a fundraising letter they received felt like a veiled threat. After speaking with legal and central office operations as well as the region they agreed to contact provider. Providers stated that letter was a template in which names were inserted and they never intended it to sound like it did. In addition, they stated the person who wrote it did not get permission to mail it out to families. It was their first attempt at fundraising in a very long time and they apologized. I asked if they would also call the family.
- Yale hospital called concerned that DDS, individual had stabilized and asked why placement was taking so long. Called region and they informed me that there were one or two providers looking at individual and hoped that individual would be placed soon.

Update: placement made

## Areas of Concern

○ Case Management -	6
○ Case Management Requests -	2
○ Day Program –	5
○ Eligibility -	5
○ Funding/Budget -	4
○ Guardianship –	4
○ Health & Safety –	4
○ HIPAA -	1
○ Information/Referral –	26
○ Placement –	4
○ Birth to 3-	1
○ School District services-	-
○ Autism-	3
○ ADA inquiries	(-) not counted

**ISSUES/CONCERN TOTAL -65**

DEPARTMENT OF DEVELOPMENTAL SERVICES

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